



Society for Effective Lessons Learned Sharing (SELLS)

May 2003

This fact sheet is part of a collection developed by SELLS to support Department of Energy and National Nuclear Security Agency Lessons Learned Programs.

Introduction

The Society for Effective Lessons Learned Sharing (SELLS) has implemented a mentoring process to help members develop lessons learned and to improve the quality of information disseminated on the DOE Lessons Learned List Server.

Volunteer SELLS members are available to assist authors who are developing lessons learned to ensure that the information is appropriate for dissemination on the list server, that the information format conforms to the template in the DOE Corporate Lessons Learned Standard, DOE-STD-7501-99, and that the lessons learned identifies the solution(s) implemented as a result of the knowledge gained from the event.

Please contact any of the mentors listed below for assistance.

SELLS members may also request mentor review of a lessons learned by selecting the following options at the bottom of the online submission form.

- Review Option: Yes or No
- If Yes: Public or Private

Lessons learned submitted with the review option checked may be randomly selected for the monthly review as described in the following section.

Authors should contact their site lessons learned coordinator whenever lessons learned are submitted to the list server. Coordinators may also assist authors with developing lessons learned in accordance with this guide and the DOE Standard.

Monthly Mentor Reviews

To promote continuous improvement in lessons learned shared on the list server, mentors will review three randomly selected lessons learned postings per month from those submitted for review.

Two mentor teams have been formed to provide this service. The teams alternate performing the monthly reviews.

The mentor review comments are shared with the general membership on the SELLS list server if the submitter selected the public review option. If the private option is selected, the mentor comments will be sent only to the submitter.

The SELLS executive committee monitors the reviews as a quality control measure. Comments regarding the mentor service may be submitted to the committee co-chairs.

Lessons Learned Development Guidelines

Mentors use the following general guidelines when they review lessons learned.

Is an appropriate priority descriptor, unique identifier, and other required information included in the lessons learned?

Is the title meaningful and topic-specific? Listserver subscribers include a wide variety of workers from across the DOE Complex. The listserver is not targeted by audience or topic. Therefore, titles are very important in helping subscribers quickly identify pertinent lessons learned.

Does the lessons learned focus on the situation/event in which the lesson was learned? Background details and process explanation are not necessary for readers who are performing similar tasks and thus have the technical expertise/skills and common language to understand the lesson.

Did the author limit the use of local nicknames, individuals' names, and site-specific acronyms to those critical to understanding the event?

Does the lessons learned focus on facts and provide appropriate points of contact so that readers can obtain additional information through dialogue and/or personal interaction if necessary?

LESSONS LEARNED STATEMENT

The following information is provided to assist lessons learned authors. Please see the Writing Lessons Learned Fact Sheet for detailed guidance.

Lessons learned statements are executive summaries that focus on the knowledge gained from the operational experience. Sufficient detail should be provided to allow a reader to understand what the issue is, how it was identified, and what steps have been or will be taken to correct the issue and prevent a recurrence.

Information regarding the consequences, actual or worst case, associated with the event should be provided to allow readers to take a graded approach to applying the lessons learned.

MENTORS

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Contact Information

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Lessons Learned Program Fact Sheets, by the Society for Effective Lessons Learned Sharing (SELLS), are available from the DOE Lessons Learned Web Site:

<http://tis.eh.doe.gov/ll/sells/faq.html>
